Post Title:	**IT Assistant**
Domain:	Information and Communication Technology Unit (ICTU)
Post Number:	1ITSC PA111TP
Grade:	GS-4
Organizational Unit:	Abdus Salam International Centre for Theoretical Physics
Primary Location:	Trieste, Italy
Recruitment open to:	Internal and external candidates
Type of contract:	Project Appointment
Deadline (*midnight, Paris time*)**:**	**13-MAR-2023 DEADLINE EXTENDED**

UNESCO Core Values: Commitment to the Organization, Integrity, Respect for Diversity, Professionalism

OVERVIEW OF THE FUNCTIONS OF THE POST

Founded in 1964 by the late Nobel Laureate Abdus Salam and located in Trieste (Italy), the Abdus Salam International Centre for Theoretical Physics (ICTP) seeks to accomplish its mandate by providing scientists from developing countries with the continuing education and skills that they need to enjoy long and productive careers. ICTP has been a major force in stemming the scientific brain drain from the developing world. For more than 50 years, ICTP has been a driving force behind global efforts to advance scientific expertise in the developing world.

Under the direct supervision of the Head, Information and Communication Technology (ICT), the incumbent is responsible for solving technical problems interrelated with IT disciplines while liasing with collegues within ICTS, and for carrying out a wide range of maintenance tasks within Apple's Operating Systems.
Essential responsibilities include:

- Provide 1st line user support and provide basic training to users related to Apple hardware and software which runs on the Apple platform
- Solve technical issues
- Install ICTP standard software and other specific software on Apple computers
- Perform system upgrades related to the Apple platform
- Collaborate with colleagues on connectivity matters related to Apple system

COMPETENCIES

A successful candidate will be required to demonstrate the following competencies:

- Communication (C)
- Accountability (C)
- Innovation (C)
- Knowledge sharing and continuous improvement (C)
- Planning and organizing (C)
- Results focus (C)
- Teamwork (C)
- Flexibility

For detailed information please consult the **UNESCO Competency Framework**
https://en.unesco.org/sites/default/files/competency_framework_e.pdf

REQUIRED QUALIFICATIONS

EDUCATION
- Completed secondary, technical and/or vocational school.

WORK EXPERIENCE
- At least three (3) years of relevant working experience in administrative/technical/IT support services.
- Experience in providing software assistance to Apple computers
- Experience in user support services

SKILLS/COMPETENCIES
- Good knowledge of standard computer hardware and software applications
- Good knowledge of MAC OS and most widely used software applications of the Apple platform
- Ability to work harmoniously with staff members of different nationalities and cultural backgrounds.

LANGUAGES
- Good working knowledge of English

DESIRABLE QUALIFICATIONS

EDUCATION
- Certification or training in one of the following areas: Information Technology, Electronics or Computer Science

WORK EXPERIENCE
- Experience in an international environment.

LANGUAGES
- Knowledge of Italian language

ADDITIONAL INFORMATION

Only candidates who are entitled to work in the E.U. may apply to this position. Please note that for this position UNESCO will not reimburse expenses such as travel in connection with interviews, tests and relocation.

BENEFITS AND ENTITLEMENTS

UNESCO's salaries consist of a basic salary and other benefits which may include if applicable: 30 days annual leave, family allowance, medical insurance, pension plan etc.

For more information in benefits and entitlements, please consult ICSC website.

SELECTION AND RECRUITMENT PROCESS

Please note that all candidates must complete an on-line application and provide complete and accurate information. To apply, please visit the UNESCO careers website. No modifications can be made to the application submitted.

The evaluation of candidates is based on the criteria in the vacancy notice, and may include tests and/or assessments, as well as a competency-based interview.

UNESCO uses communication technologies such as video or teleconference, e-mail correspondence, etc. for the assessment and evaluation of candidates.

Please note that only selected candidates will be further contacted and candidates in the final selection step will be subject to reference checks based on the information provided.

Candidates must use the UNESCO's online application system which is accessible through the following links:

For current UNESCO fixed-term staff members: *UNESCO Intranet > Tools > HR Apps > Careers*. If you are working remotely, you should connect to Careers portal through *connect.unesco.org*

For all other candidates: *https://careers.unesco.org*

For information: Personnel Office, Abdus Salam International Centre for Theoretical Physics, Strada Costiera, 11, 34151 Trieste, Italy.
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